

## **REMARKS/ARGUMENTS**

Claims 1-12, 14-19, 21-25, and 27-30 are pending in the present application. By this Preliminary Amendment, claims 13, 20, and 26 are canceled; claims 1, 10, 15, 18, 21, and 24 are amended; and claims 29-30 are added for the concurrently filed Request for Continued Examination. Claims 1, 10, 15, 18, 21, and 24 are amended to clarify that guaranteed uniformity is the process of crediting the customer when successfully completing a service request using less time than specified in the service level agreement. In addition, claims 10, 18, and 24 are amended to include the content of claims 13, 20, and 26 and to add clarification for "additional details" in the retrieving step. Support for these amendments is located at least in the previous draft of the claims and in the Specification on page 12, line 20, through page 15, line 23 and on page 18, line 18, through page 21, line 15. Reconsideration of the claims is respectfully requested.

### **I. Telephone Interview**

Applicants thank Examiner Michael Misiaszek for the courtesies extended to Applicants' representatives during the April 27, 2006 telephone interview. During the interview, Applicants' representatives discussed proposed amendments to the claims. No agreements were reached.

### **II. Conclusion**

Applicants respectfully request prompt and favorable consideration of all of claims 1-12, 14-19, 21-25, and 27-30. The Examiner is invited to call the undersigned at the below-listed telephone number if in the opinion of the Examiner such a telephone conference would expedite or aid the prosecution and examination of this application.

DATE: May 1, 2007

Respectfully submitted,

/Gerald H. Glanzman/

Gerald H. Glanzman

Reg. No. 25,035

Yee & Associates, P.C.

P.O. Box 802333

Dallas, TX 75380

(972) 385-8777

Attorney for Applicants

GHG/vja